

TTS Fails After Upgrading to Cisco Unity 4.0

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Introduction

Before You Begin

Conventions

Prerequisites

Components Used

Problem

Solution

Troubleshoot the Realspeak Engine

Install the Realspeak Engine

Related Information

Introduction

This document describes the procedures involved with fixing the text-to-speech (TTS) engine after it fails due to upgrading to Cisco Unity 4.0 from an earlier version of Cisco Unity.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

There are no specific prerequisites for this document.

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco Unity 4.0(1) and later.

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Problem

TTS failure occurs under the following circumstances:

- Cisco Unity 3.x or earlier is upgraded to release 4.0(1) or later.
- The TTS3000 engine (or no TTS engine) was used before upgrading Cisco Unity.

Solution

The solution to this problem is explained in detail below. The two parts to this solution are Troubleshoot the Realspeak Engine and Install the Realspeak Engine.

Troubleshoot the Realspeak Engine

To troubleshoot the Realspeak engine, start by confirming that the Realspeak engine is licensed.

1. From the Windows Start menu, select **Programs > Cisco Unity > Licensing**.
2. In the Licensing window, confirm that the Realspeak feature is listed as a licensed feature. If not, contact the licensing team at **licensing@cisco.com**, and include the MAC address of the Cisco Unity server.
3. Confirm that for the Realspeak feature, the License column shows a number greater than **0**.

If the number is 0, contact the licensing team at **licensing@cisco.com** requesting a license with TTS sessions, and include the MAC address of the Cisco Unity server.

After confirming that the Realspeak engine is licensed, use the following procedure to confirm that Realspeak is installed on the Cisco Unity server:

1. On the Cisco Unity server, browse to the **CommServer\Realspeak** directory.

If the directory is missing, you must install the Realspeak engine. For details, refer to the Install the Realspeak Engine procedure below.

2. In the Realspeak directory, confirm that the Api and Engine directories contain either files, subdirectories, or both.
3. Confirm that for the Realspeak feature, the License column shows a number greater than **0**.

If the number is 0, contact the licensing team at **licensing@cisco.com** requesting a license with TTS, and include the MAC address of the Cisco Unity server.

4. Review the error messages in the application Event log for TTS, both at the time Cisco Unity starts and when you try to read an e-mail over the phone. The error messages contain a description of the problem and instructions to resolve it.
5. Contact Cisco Technical Support for further assistance.

Install the Realspeak Engine

Use the following procedure to install the Realspeak engine. Take notice that because the Cisco Unity server must be restarted during this procedure, only perform these steps when phone traffic is light (for example, after business hours).

1. Insert **Cisco Unity CD1** in the CD drive of the Cisco Unity server.
2. Browse to the CD, and double-click **CUInstall.exe**.
3. Follow the onscreen instructions to install Cisco Unity, selecting the same options and settings originally selected.
4. On the Select Features page, check the **Upgrade Unity** check box, and confirm that one of the following check boxes is checked:

- ◆ For Cisco Unity 4.0(1) and earlier, confirm that the **Realspeak TTS Engine** check box is checked.
- ◆ For Cisco Unity 4.0(2) and later, confirm that the **Enable TTS** check box is checked.

5. Follow the onscreen instructions to complete the installation.

6. After the Cisco Unity server restarts, do one of the following:
 - ◆ For Cisco Unity 4.0(2) and later, skip the remaining steps.
 - ◆ For Cisco Unity 4.0(1), double-click the **Cisco Unity Tools Depot** desktop icon.
 7. In the Tools Depot window, double-click **Service Configuration Wizard** to configure Realspeak and the other services.
 8. Restart the Cisco Unity software.
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Related Information

- [Voice Technology Support](#)
 - [Voice and Unified Communications Product Support](#)
 - [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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